Byron Beaty  
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[email]

**Job Objective** Seeking a position with company in which to exercise my experience and training as a Bank Operations Manager.

**Highlights of Qualifications:**

* Admirable experience in various bank operations such as mortgage
* Exceptional knowledge of administrative functions
* Deep knowledge of banking procedures and regulations
* Remarkable ability to manage multiple projects and resolve all business issues.
* Outstanding ability to maintain all confidential information
* Skilled to manage staff and administrative functions
* Ability to maintain business relationships and adherence to service levels
* Amazing skills to make sound decisions

**Professional Experience:**

Bank Operations Manager  
Capital One, Golden Valley, ND  
October 2008 – Present

* Supervised efficient working of all bank operations.
* Administered employee salaries and assessed all performance in everyday activities.
* Maintained good working conditions and ensured optimal levels of customer services.
* Coordinated with various departments and provided feedback to all.
* Analyzed processes and recommended ways to improve working and updating technologies.
* Ensured all work in compliance to departmental policies and procedures.
* Managed all interaction with customers.
* Provided good training to subordinates.

Banking Operations Assistant  
Brokerage Consultants Inc., Golden Valley, ND  
August 2003 – September 2008

* Assisted customer in processing all consumer loans and documented process.
* Coordinated with banks and customers and implemented all loan programs.
* Performed customer service activities and resolved all customer requests.
* Evaluated computer systems and reviewed boarding process.
* Maintained all loan files in a systematic manner and provided support to other teams.
* Handled all incoming telephone calls and other forms of correspondence.

Bank Operations Processor  
Grow Financial Federal Credit Union, Golden Valley, ND  
May 1998 – July 2003

* Managed all customer notices and statements.
* Performed routine maintenance on Postage meters and statement inserters.
* Assisted customers and provided all missing statements as per requirement.
* Prepared records of all daily activities such as spreadsheets.
* Coordinated with various departments and escalated issues whenever required.
* Inspected Visa cards inventory and performed monthly audits on same.

**Education**

Bachelor’s Degree in Business Administration: Strategy and Innovation  
Guilford College, Greensboro, NC